

Icom America Inc.

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Icom America Products Used in Katrina Cleanup Dealer Who Made the Sale Lost Home, Shop in Hurricane



Icom America Systems Engineer Scott Bigger (left), prepares one of three 100-watt repeaters in the Bellevue office for delivery to St. Bernard Parrish, Louisiana, a community badly hit by August's Hurricane Katrina. Once it arrived, dealer Barney Koons (far right), and son, Barney Koons, Jr., make some adjustments before installing it. No land lines are available, so the repeaters will allow the hundreds of people involved in rebuilding efforts to talk to each other.

Barney Koons knows first-hand the importance of the Icom America communication systems he sells.

"Nobody could reach anybody," recalls Koons. "I thought my wife was going to lose her mind, she was so worried."

When Hurricane Katrina devastated his home county of St. Bernard Parrish, which borders New Orleans, he couldn't reach his 28-year-old son for five days.

Though Koons lost his Chalmette home and retail store, DX World, he is still working from his camper van and car, placing a constant stream of orders for IA repeaters, mobiles and portables. It's the only consistent way the 400-plus workers in St. Bernard trying to re-establish water, electricity, schools and other public services can talk to each other.

Koons was in his second home in Mississippi when Katrina hit his home town, but his son, Barney Koons Jr., was in Chalmette, the main city in St. Bernard, sitting on the roof of a two-story house for nearly five days.

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Call Icom America today: 800.USA.ICOM

All departments open 7:00 AM – 5:00 PM Pacific time, unless stated otherwise

Customer Service and Orders:

sales@icomamerica.com

Parts Department:

parts@icomamerica.com (open 8:00 AM)

Technical Support:

landmobile@icomamerica.com

Literature Request:

literature@icomamerica.com

- 24 hour online lit request form:

www.icomamerica.com/dealersonly

Meet Your Icom Team



Cheryl Ormiston,
Customer Service Support
Specialist

A "passion for troubleshooting and supporting people" is what characterizes Cheryl as customer service support specialist, according to Kristina Pickering, Customer Service Manager. Having joined Icom in June of 2004, Cheryl's main job is to support service call center representatives, work with accounting on invoice credits and corrections and process equipment back-order releases from Japan. We appreciate the strength that Cheryl brings to our Team and hope that she finds as much joy working here with us as we do with her.

IAS Offers New P25 Base Station/Repeater

Icom America Systems now offers a P25-compatible base station/repeater, allowing end users to use both analog and digital communication technology.

The 100-watt repeater operates on both UHF and VHF and is crossband and VOIP capable. Made by Westel, it's a cost-effective option for users who want to migrate smoothly between analog and digital systems.

Key features of this Icom America Systems branded DRB-25 base station include:

- Inbuilt P25 IMBE vocoding and P25 OFB DES encryption;

- Simultaneous operation and linking of digital and analog terminals; Base-station and repeater operating modes;

- Direction connection to existing tone remote and console systems;

- Multiple call types (including individual and group calls); IP-enabled providing VOIP and web-based real-time control and user, diagnostic, monitoring and alarm information using corporate intranets and public internets;

- Easy programming through Windows software;

- Modular construction.

Continued from Page 1: Dealer Knows First-Hand of Devastation, Communication Troubles Caused by Hurricane Katrina

"There is no communication other than this system," says Koons. "There are a few satellite lines, but no land lines."

So far, the government has ordered five rack-mounted 100-watt VHF repeaters and assorted radios with a maximum range of 75-100 miles. The first serves the water board, and has been running since two weeks after the storm, Koons said. Icom America Systems managed to build, tune, align and ship that first repeater within the same day Koons ordered it.

Three repeaters were delivered in mid-November to replace the communication system lost for fire, government and maintenance workers. A fifth repeater is on order for the school system. Koons says he has interface equipment purchased last year from a computer software company that should allow complete interoperability between the systems.

It's difficult to envision the level of damage sustained by St. Bernard Parrish, says Koons. Virtually every

home and business in the county was destroyed. Nearly 95 percent of the county has no water or electricity. A major oil spill at a refinery across the street from Koon's old shop spilled the more than 250,000 barrels of oil into ground. The hurricane literally ripped one of the company's massive oil reservoirs off its foundation.

"Every day, people come back with rented u-hauls to bring home their remaining possessions," said Koons.

"They drive up to where they used to live, and realize there is nothing to take back. We see people crying every day."

But as long as there is work to be done, Koons says he'll remain in Chalmette, helping restore communications with the help of Icom America products.

"I've always had a positive mental attitude, but this is a terrible sight," he says. "It's so depressing. There are piles of garbage eight feet high. But if there is business and commerce going on, I'll be here."

Did You Know?

Icom America Systems can bundle regular Land Mobile products with your system purchase. Bundling can save 20% or more. Contact our IAS team for details.

ias@icomamerica.com

Icom America has donated to hurricane relief! The donation included 250 V82 handhelds, 35 718 base radios, and 35 AH-710 antennas to help with emergency communications in Alabama, Mississippi, and Louisiana. These radios were donated to the American Radio Relay League for current and future emergency communication needs.

Accessory of the Month

NEW BP-236 Battery



This 7.4 Volt/2400mAh battery is more expensive than the BP-235, but worth it: it offers approximately 12 hours of operation time for F70/F80 users with no need for re-charging (the BP235 offers eight hours). Call your Icom sales rep for pricing and availability.

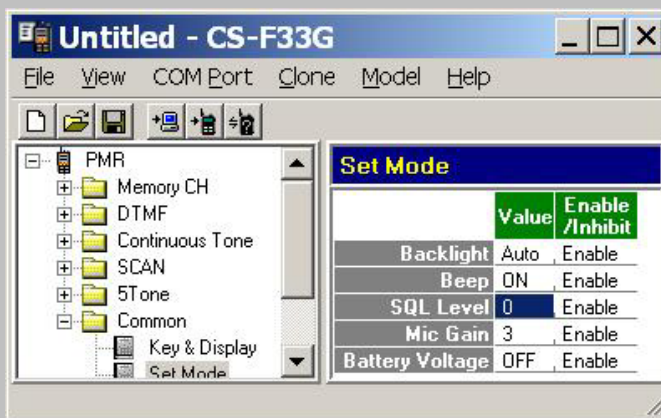
TECH CORNER

Setting Squelch in Your Land Mobile Radio

All radios are different, so each radio must be programmed with the proper squelch for that radio. Squelch settings in a new radio are set to zero, so you must enter a value for your radio. If you do not have access to a service monitor, enter a starting value and move up in increments of 10.

Note: Frequencies must already be programmed in the radio to be able to set the squelch.

1. Navigate to Common then Set Mode.



2. Click in the SQL Level Value field.
3. Enter a starting squelch value, such as 85.
4. Connect the cloning cable to the radio and write to the radio.
5. Check for squelch breaks and increase the value if necessary.

Icom America Launches New P25 Advertising Campaign

38,000 "Flip/Flop" Coasters Will Soon Ship to Public Safety Officials, Icom Dealers



Keep your eyes peeled for this innovative P25 promotional gift Icom is sending to both dealers and end users: it's a coaster, and a rubic's cube-type puzzle. You can create a variety of shapes and messages by flipping through different sections of the coaster. A warning from the ianews staff: it's also very addicting! For more info on our P25 products, contact us via email. P25@icomamerica.com

Icom Dealers Visit Japan Company Headquarters



Icom America Vice-President, Chris Lougee, led IA dealer meetings at Icom's parent company, Icom Inc, in Osaka, Japan. Icom Inc engineers participated in open-forum discussions with dealers, while IA's leaders, Vice-President Moriyuki Tamura (back) and President Hiro Nakaoka (far right), looked on. IA sent the 50 top-selling dealers to visit the company's home office. Topics discussed included P25, digital migration and future technology.



Icom President and founder Tokuzo Inoue personally greeted each dealer. Here, he accepts a gift from an IA dealer from Mexico. IA's Alicia Scott introduced dealers to Mr. Inoue.

